

Tennessee Regulatory Authority  
Tennessee Relay Services Complaint Log Summary  
June 1, 2004 to May 31, 2005

Tennessee Regulatory Authority  
Tennessee Relay Service  
Complaint Log Summary 2004-2005  
CG Docket 03-123

TRA Complaint #	Date Opened	Description of Issue	Description of Resolution	Date Closed
04-1672	7-23-04	<p>Complaint of Blana Millsap- 423-877-5307  Customer was having trouble using Tennessee Relay. She was experiencing garble and other call interruptions when placing and receiving telephone calls.</p>	<p><b>Preliminary Response from MCI representative:</b>  Prior to contacting Mrs. Milsap, we verified that her number is profiled as VCO. On 6/17/2004 after troubleshooting a garble report and finding out that her TTY machine was 18 years old, she was provided with the TDAP phone number to get the equipment replaced.</p> <p>Mr. Milsap was contacted by the TN Relay Customer Service Department on Wednesday 7/28; we found out that she has experienced problems when trying to connect to the service as well as when receiving phone calls.</p> <p>We performed basic troubleshooting to find out the processes used when placing and receiving calls. Suggestions were provided, test calls were placed and the results were successful.</p> <p>We will continue to contact Mrs. Milsap to ensure that she does experience difficulties when placing or receiving calls. Additionally, a step by step process document will be sent to her for her to use as a reference.</p> <p><b>Final MCI Relay Response:</b>  The Tennessee Regulatory Authority corrected information that was incorrect with MCI. The customers equipment was not 18 years old, it was merely 5 years old. The customer was contacted for one follow up and the service was working for her.</p>	8-23-04

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05-0331	3-3-05	Complaint of Blana Millsap- 423-877-5307  The calls the customer is making are not connecting to the called party and the calls she is receiving are not connecting. Also, the customer is being told that she would be disconnected if she talked too loud.	<b>Preliminary Response from MCI representative:</b> MCI made test calls to Ms Millsap and ran tests on her line. It was concluded that Ms Millsap is receiving telemarketing telephone calls that are not through relay.	3-28-05
			<b>Final MCI Relay Response:</b> MCI has provided Ms Millsap with information on voice controls for her telephone as well as being added to the Do Not Call List for Tennessee.	
05-0438	3-28-05	Complaint of Ralph Drumwright- 865-982-7665  The Drumwrights were having problems with their cellular service working properly with Tennessee Relay. The Drumwrights were attempting to use their cell phone with a tty to make cellular telephone calls as well as using their cellular service to make long distance calls through Tennessee Relay.	<b>Preliminary Response from MCI representative:</b> The customer is using Cingular Wireless. Tennessee Relay and MCI Relay do not have billing agreements to accept long distance calls through the Relay Service.  <b>Final MCI Relay Response:</b> MCI has attempted to make an agreement with Cingular without success. The customer terminated service with Cingular.	4-26-05

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FCC Summary Log  
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**The Tennessee Regulatory Authority received three (3) consumer complaints during the period of June 1, 2004 to May 31, 2005.**

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
0	1	0	0	0	0	0	0	0	2	0	0